

From: [REDACTED]
To: [ETF SMB Board Feedback](#)
Subject: Navitus - service-related concerns
Date: Tuesday, February 13, 2024 3:30:35 PM

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Hello. I am a state retiree, and have Navitus MedicareRx (PDP) drug coverage.

I recently experienced a less than positive experience dealing with Navitus, and wonder if others have had similar experiences. The Navitus representative with whom I spoke was polite and I believe tried to be helpful, but in essence required me to "run interference" with my pharmacy on an issue over which I have no direct control. While I believe I can navigate what needs to be done to ensure coverage for my specific medications that triggered communications by and with Navitus, I would like to share what happened so that decision makers are aware of my experience for future use.

Could you direct me to the right person so I can share with them what occurred? Thank you.

Amy Smith



STATE OF WISCONSIN
Department of Employee Trust Funds
A. John Voelker
SECRETARY

Wisconsin Department
of Employee Trust Funds
PO Box 7931
Madison WI 53707-7931
1-877-533-5020 (toll free)
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March 11, 2024

Amy Smith
[REDACTED]

Dear Ms. Smith:

Thank you for taking the time to contact us regarding your experience with Navitus and allowing us the opportunity to serve you. I was pleased that we were able to bring closure to your concerns by connecting via telephone on March 5, 2024, to discuss your experience and for me to answer your questions. If you have further questions or concerns my contact information is below:

Tricia Sieg, Pharmacy Benefits Program Manager
Office of Strategic Health Policy
Wisconsin Department of Employee Trust Funds
tricia.sieg@etf.wi.gov
608-261-6006

Sincerely,

Tricia Sieg